

INFORMATION BULLETIN

WORKFORCE INVESTMENT ACT

Number: WIAB00-36

Date: October 27, 2000
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TO: LOCAL WORKFORCE INVESTMENT AREAS
CHIEF ELECTED OFFICIALS
CALIFORNIA WORKFORCE INVESTMENT BOARD STAFF
WDB STAFF

SUBJECT: CUSTOMER SATISFACTION SURVEYS FOR WIA

This information bulletin transmits two draft customer service satisfaction survey instruments for employers and participants. Under the Workforce Investment Act (WIA), customer service satisfaction surveys must be completed each program year. This will be the first time such a survey has been attempted. Interested parties are invited to provide comments/suggestions regarding the survey instruments.

The State's role in customer satisfaction will be implemented in two steps: (1) compliance with the law and (2) convening a workgroup with the Local Workforce Investment Areas (LWIA) and One-Stops for continuous improvement. The attached survey instruments are the first steps for compliance with the law. There will be further information regarding future partner workgroups provided at a later date.

Section 136 of the WIA specifies core indicators of performance and their application to workforce investment activities in adult, dislocated worker, and youth programs (funding streams), which include two measures of customer satisfaction. These two customer satisfaction measures apply across the three funding streams. A minimum of 500 participant and employer customer satisfaction responses will be collected by telephone interviews during the program year. Please refer to *Section 136 of the WIA*; *Title 20 Code of Federal Regulations Part 666*; *Training and Employment Guidance Letter (TEGL) No. 7-99*, dated March 3, 2000, entitled *Core and Customer Satisfaction Performance Measures for the Workforce Investment System*; and *TEGL No. 6-00*, dated September 21, 2000, entitled *Guidance on Obtaining Customer Satisfaction Results for Participants and Employers Receiving Services Under Title I of the WIA* for further background information.

The Employment Development Department Audit and Evaluation Division has developed the attached draft survey instruments. The *TEGL 6-00* notes that, "states must use the minimum core customer satisfaction questions specified . . . to collect and report satisfaction outcomes." These questions are contained in the draft surveys in addition to other questions that are being collected for the purpose of improving services. Your input is critical to the successful completion of these documents.

Also important is your input on the definition of substantial service. The *TEGL 7-99*, Section 6, states "All employers who have received a *substantial service* (italics added) involving personal contact with One-Stop staff are eligible to be chosen for inclusion in the random sample (this excludes those employers who request a brochure or a standard mailing, those who ask a question that is answered with little expenditure of staff time, or those who use electronic self-services)." Please share your recommendations as to the definition of substantial service.

The State will consider the input received during a 10-day comment period in finalizing the survey instruments. For your convenience, a comment form is attached to this information bulletin. A copy of the draft survey instruments is posted on our Web site at <http://www.edd.ca.gov/emptran.htm>. Comments must be submitted no later than November 13, 2000. Comments may be submitted by mail, fax, or electronic mail as follows:

Attention: Diane Bonar
Employment Development Department
Workforce Investment Division
P. O. Box 826880, MIC 69
Sacramento, CA 94280-0001

E-mail: dbonar@edd.ca.gov
Fax Number: (916) 654-9586

Please share this information bulletin and the attached surveys with your local workforce investment partners and your local area staff, as appropriate. Any questions regarding this process should be addressed to Diane Bonar as noted above. All other questions should be directed to your assigned regional advisor, at (916) 654-7799.

/S/ BILL BURKE
Chief

Attachments

CUSTOMER SATISFACTION SURVEY COMMENT FORM

RESPONSE DEADLINE: NOVEMBER 13, 2000

Attention: Diane Bonar Employment Development Department Workforce Investment Division PO Box 826880, MIC 69 Sacramento, CA 94280-0001 E-mail: dbonar@edd.ca.gov Fax Number: (916) 654-9586	Name:
	Telephone Number:
	LWIA:
Employer Survey:	
Participant Survey:	
Definition of Substantial Service:	

California Participant Customer Satisfaction 2000_v4.1

Hello, I'm [Name of Interviewer] from ????. Within the past few months you received services from [Name of One-Stop or EDD Office], which helps people find jobs or training. We would like to know how satisfied you are with the services you received from [Name of One-Stop or EDD Office] and welcome your suggestions for improving services. I am conducting this survey for the State of California and it should only take us about 10 to 15 minutes to complete. Your answers are confidential and not linked in any way to you. Your answers will be used only in combination with those of other people who used these services.

IF NECESSARY, READ: Your name was chosen in a scientifically selected random sample of employers who received services throughout California. Your response is vitally important to improving workforce development services to employers. Again, your participation is entirely voluntary, and we hope you will tell us about your experiences.

- P1. I would like to ask you about the types services you received from either a One-Stop or EDD Office, which I will refer to as “the center” for the rest of my questions. Did you get any of the following help at the center:**

INTERVIEWER NOTE: We will only ask about services that R is reported to have received as captured by and reported in administrative data.

- a. Help in learning about your job skills and job interests?**

Don't Know..... 8 No..... 0
Yes..... 1

- b. Information about the types of occupations likely to be available in your area, such as trends in employment or typical wages paid?**

Don't Know..... 8 No..... 0
Yes..... 1

- c. Help in choosing the type of occupation that was right for you?**

Don't Know..... 8 No..... 0
Yes..... 1

- d. Information about the skills needed to work in an occupation that was right for you?**

Don't Know..... 8 No..... 0
Yes..... 1

- e. Help in planning the services or training you needed to find a job that was right for you?**

Don't Know..... 8 *No*..... 0
Yes..... 1

- f. Information about how to look for a job (for example, finding out about job openings, preparing a resume, or conducting a job interview)?**

Don't Know..... 8 *No*..... 0
Yes..... 1

- g. Information about what employers expect of their workers (for example, working in teams, getting along with supervisors)?**

Don't Know..... 8 *No*..... 0
Yes..... 1

- h. Information about employers with current job openings or referrals to employers?**

Don't Know..... 8 *No*..... 0
Yes..... 1

- i. Training to improve your reading, math, or English language skills?**

Don't Know..... 8 *No*..... 0
Yes..... 1

- j. Classroom training in job skills? This may have been through EDD, a One-Stop or other training centers.**

Don't Know..... 8 *No*..... 0
Yes..... 1

- k. Training in job skills at a work site, including paid work experience, apprenticeship, or paid on-the-job training?**

Don't Know..... 8 *No*..... 0
Yes..... 1

- l. Support services, such as help with transportation or child care expenses?**

Don't Know..... 8 *No*..... 0
Yes..... 1

- P6. Again on a scale of 1 to 10, how likely is it that you would recommend the services of the center to a friend who needed to look for work?

Not Very Likely
1 2 3 4 5 6 7 8 9 10 11 12
Very Likely DK Refused

- P7. A moment ago I asked you about how well the center's services met your expectations. What type of help did you expect to receive when you first went to the center?

- P8. Overall, how would you rate your experience with the center? Would you say:

Excellent..... 5
Good 4
Fair 3
Poor 2
Or, Very Poor 1

- P9. What did you like best about your experience with the center?

- P10. How can the services at the center be improved?

- P11. For the next few questions I want to know more about how you were treated by the center. To do this I will ask you to rate some categories using the scale: excellent, good, fair, poor, and very poor.

- a. First of all, how would you rate the availability of staff (either in person or over the phone) to help you when you needed it? Would you say:

[Not applicable 7]	Excellent..... 5
[Don't Remember 8]	Good 4
	Fair 3
	Poor..... 2
	Or, Very Poor 1

- b. How would you rate the timeliness of the help that staff gave you? Would you say:**

<i>[Not applicable</i> 7]	<i>Excellent.....</i> 5
<i>[Don't Remember</i> 8]	<i>Good</i> 4
	<i>Fair.....</i> 3
	<i>Poor.....</i> 2
	<i>Or, Very Poor</i> 1

- c. ...the quality of the advice that staff gave you?**

<i>[Not applicable</i> 7]	<i>Excellent.....</i> 5
<i>[Don't Remember</i> 8]	<i>Good</i> 4
	<i>Fair.....</i> 3
	<i>Poor.....</i> 2
	<i>Or, Very Poor</i> 1

- d. ...the variety of services you could choose from?**

<i>[Not applicable</i> 7]	<i>Excellent.....</i> 5
<i>[Don't Remember</i> 8]	<i>Good</i> 4
	<i>Fair.....</i> 3
	<i>Poor.....</i> 2
	<i>Or, Very Poor</i> 1

- e. ...the extent that staff followed through in providing the services you needed?**

<i>[Not applicable</i> 7]	<i>Excellent.....</i> 5
<i>[Don't Remember</i> 8]	<i>Good</i> 4
	<i>Fair.....</i> 3
	<i>Poor.....</i> 2
	<i>Or, Very Poor</i> 1

- P12. The next few questions consider how much the services you received from the center helped you. First of all, how much did the services:**

- a. ...help you to search for a job? Would you say:**

<i>Very Much.....</i> 4
<i>Somewhat.....</i> 3
<i>A little</i> 2
<i>Or, Not at all.....</i> 2

- b. ...teach you skills that you could use on a job? Would you say:**

<i>Very Much.....</i> 4
<i>Somewhat.....</i> 3
<i>A little</i> 2
<i>Or, Not at all.....</i> 2

c. ...increase your confidence to find a job? Would you say:

Very Much..... 4
Somewhat..... 3
A little..... 2
Or, Not at all..... 2

d. ...increase your confidence to look for a better job or career? Would you say:

Very Much..... 4
Somewhat..... 3
A little..... 2
Or, Not at all..... 2

e. Are there any other ways that the center's services helped you?

Don't Know ||||| [GO to QP13].... 0 No ||||| [GO to QP13] 0
Yes..... 1

(1) What are they?

P13. Do you currently work at a job for pay? (Probe: working for pay includes running your own business, working in your family business, being on paid leave or vacation.)

No ||||| [GO to QP17]..... 0
Yes..... 1

a. Did any of the services you received from the center help you to find this job?

No 0
Yes..... 1

b. Do you currently work at more than one job for pay?

No ||||| [GO to c.]..... 0
Yes..... 1

(1) Altogether, how many hours per week do you work for pay?

c. Do you work at your (*main*) job 30 hours or more a week for pay?

No 0

Yes..... 1

d. Does your current (*main*) job relate to your overall career goals and training?

No 0

Unsure 1

Yes..... 2

e. Is your (*main*) job long term? By this I mean is it likely that you will work at this job for more than a year?

No, Not Long Term..... 0

Unsure 1

Yes, Long Term ||||| [GO to f.].... 2

(1) Why do you think you might work at this job less than 1 year?

f. When did you start working at your (*main*) job?

Month/Year

g. What is your current job title for your (*main*) job?

h. What type of industry is your (*main*) job in?

i. Compared with the job you had just before receiving services from the center, would you say that you are currently:

Not applicable 8 More satisfied with your present job?..... 3

Less satisfied with your present job? 1

Or, are you earning about the same? 2

d. Do you get any other benefits through this job besides health insurance or a health plan?

Don't Know..... 8 No..... 0
Yes..... 1

e. Please tell me about any other benefits you receive through your job.

P15. I have just two more questions to ask you. First of all, what is the date of your birth?

Month/Day/Year _____

P16. Finally, I would like you to think about how well you were able to remember the staff and the services you received the last time you used the center. Would you say you remembered:

Almost everything 4
A lot 3
Some 2
Very little 1

***Thank you for answering these questions.
We greatly appreciate your assistance in improving services.***

P17. [IF UNEMPLOYED]

a. How many months have you currently been unemployed?

Months

b. What type of work did you do at your last job? [For example, construction, agriculture, service, etc.]

c. What was your job title then? [IF NECESSARY ASK: What did you do on the job?]

d. Are you currently looking for work?

No ||||| [GO to QP18.] 0

Yes..... 1

e. What type of work are you looking for? *[For example, construction, agriculture, service, etc.]*

P18. I have just two more questions to ask you. First of all, what is the date of your birth?

Month/Day/Year _____

P19. Finally, I would like you to think about how well you were able to remember the staff and the services you received the last time you used the center. Would you say you remembered:

Almost everything 4

A lot 3

Some 2

Very little 1

***Thank you for answering these questions.
We greatly appreciate your assistance in improving services.***

F

T

California Employer Satisfaction 2000 _v4.1

Hello, I'm [Name of Interviewer] from ????. Within the past 90 days you received services from [Name of One-Stop or EDD Office], which helps employers find new staff or handle large layoffs. Are you the person from your firm to talk with about your experiences with [Name of One-Stop or EDD Office]? If not, whom should I contact (Record on call list)?

We would like to know how satisfied you are with the services you received from [Name of One-Stop or EDD Office] and welcome your suggestions for improving services. I am conducting this survey for the State of California and it should only take us about 10 to 15 minutes to complete. Your answers are confidential and not linked in any way to you. Your answers will be used only in combination with those of other employers who used these services.

IF NECESSARY, READ: Your name was chosen in a scientifically selected random sample of employers who received services throughout California. Your response is vitally important to improving workforce development services to employers. Again, your participation is entirely voluntary, and we hope you will tell us about your experiences.

IF EMPLOYER REPORTS THAT THEY DID NOT RECEIVE SERVICES, READ:

I would like to read you a list of the types of services that you might have received. Did you receive any of the following services in the past few months. PROCEED WITH ITEMS IN QUESTION 1

- E1. I would like to ask you about the types services you received from [Name of One-Stop or EDD Office], which I will refer to as “the center” for the rest of my questions. During the past 90 days, did the center provide you with any of the following services:**

INTERVIEWER NOTE: We will only ask about services that R is reported to have received as captured by and reported in administrative data.

- a. Post your job opening(s)?**

Don't Know 8 No..... 0
Yes 1

- b. Screen applications for your job opening(s)? [Be sure to ask QE6]**

Don't Know 8 No..... 0
Yes 1

c. Refer job applicants to your business? [Be sure to ask QE6]

Don't Know 8 *No*..... 0
Yes 1

d. Help pay for part of a new employee's wages through an on-the-job training program?

Don't Know 8 *No*..... 0
Yes 1

e. Design a customized training program to train potential new employees of your business?

Don't Know 8 *No*..... 0
Yes 1

f. Conduct job fairs where you met potential workers?

Don't Know 8 *No*..... 0
Yes 1

g. Provide information about Unemployment Insurance taxes?

Don't Know 8 *No*..... 0
Yes 1

h. Provide information about tax credits for hiring low-income workers?

Don't Know 8 *No*..... 0
Yes 1

i. Provide information about the labor market, such as employment trends or prevailing wages?

Don't Know 8 *No*..... 0
Yes 1

j. Help you plan for a layoff?

Don't Know 8 *No*..... 0
Yes 1

k. Make presentations to employees that you were laying off?

Don't Know 8 *No*..... 0
Yes 1

E6. Again on a scale of 1 to 10, how likely is it that you would recommend the center to a professional colleague needing employment services for her/his business?

<i>Not Very Likely</i>								<i>Very Likely</i>		<i>DK</i>	<i>Refused</i>
1	2	3	4	5	6	7	8	9	10	11	12

E7. A moment ago I asked you about how well the center's services met your expectations. What type of help do you generally expect to receive from the center?

IF EMPLOYER RECEIVED REFERRALS OF JOB APPLICANTS, PROCEED WITH QE8...OTHERWISE SKIP TO QE9

E8. [IF EMPLOYER RECEIVED REFERRALS] How well did the job applicants referred to you by the center meet the requirements of your job opening? Would you say the applicants sent to you by the center:

Completely met your requirements.....4
 Mostly met your requirements2
 Somewhat met your requirements.....2
 Or, didn't meet your requirements at 1

a. [IF EMPLOYER RECEIVED REFERRALS] Within the past 12 months, did you hire any of the applicants referred to you by the center?

Don't Know.....8	No	[[GO to QE9]0
	Yes.....	1

b. [IF EMPLOYER RECEIVED REFERRALS] How would you rate the job performance of the applicants you hired who were referred to you by the center? Would you say:

Don't Know.....8	Excellent.....5
	Good.....4
	Fair.....3
	Poor.....2
	Or, Very Poor.....1

E9. For the next few questions I want to know more about how you have been treated by the center. To do this, I will ask you to rate some categories using the scale: excellent, good, fair, poor, and very poor.

- a. First of all, how would you rate the availability of staff (either in person or over the phone) to help you when you needed it? Would you say:

<i>Not Applicable</i>	7	<i>Excellent</i>	5
<i>Don't Know</i>	8	<i>Good</i>	4
		<i>Fair</i>	3
		<i>Poor</i>	2
		<i>Or, Very Poor</i>	1

- b. How would you rate the timeliness of the help that staff gave you? Would you say:

<i>Not Applicable</i>	7	<i>Excellent</i>	5
<i>Don't Know</i>	8	<i>Good</i>	4
		<i>Fair</i>	3
		<i>Poor</i>	2
		<i>Or, Very Poor</i>	1

- c. ...the quality of the information and advice that staff gave you?

<i>Not Applicable</i>	7	<i>Excellent</i>	5
<i>Don't Know</i>	8	<i>Good</i>	4
		<i>Fair</i>	3
		<i>Poor</i>	2
		<i>Or, Very Poor</i>	1

- d. ...the variety of services you could choose from?

<i>Not Applicable</i>	7	<i>Excellent</i>	5
<i>Don't Know</i>	8	<i>Good</i>	4
		<i>Fair</i>	3
		<i>Poor</i>	2
		<i>Or, Very Poor</i>	1

- e. ...the extent that staff followed through in providing the services you needed?

<i>Not Applicable</i>	7	<i>Excellent</i>	5
<i>Don't Know</i>	8	<i>Good</i>	4
		<i>Fair</i>	3
		<i>Poor</i>	2
		<i>Or, Very Poor</i>	1

f. ...the ease of doing business with the center?

Not Applicable 7 Excellent 5
Don't Know 8 Good 4
Fair 3
Poor 2
Or, Very Poor 1

E10. Overall, how many times would you estimate that you have used any service from the center over the past 12 months?

Don't Know ||||| [GO to QE11] ... 8 First time ||||| [GO to QE11] 1
Record estimated number of times _____

a. How does the service you most recently received from the center compare with your previous service from the center? Would you say that it is:

Don't Know ||||| [GO to QE11] 8 Better than previous service 3
Worse than previous service [GO to c.] 1
Or, About the same ||||| [GO to QE11] 2

b. [IF BETTER] In what ways is it better?

||||| [GO TO QE11]

c. [IF WORSE] In what ways is it worse?

E11. How does the service you most recently received from the center compare with the service you receive from other government related offices and programs? Would you say that it is:

Don't Know ||||| [GO to c.] 8 Better than other government related offices .. 3
Worse than other government related offices
||| [GO to c.] 1
Or, About the same ||||| [GO to QE12] 2

a. [IF BETTER] In what ways is it better?

D

||||| [GO TO QE12]

b. [IF WORSE] In what ways is it worse?

E12. Within the last 12 months did you use any private sector employment or training services?

Don't Know ||||| [GO to c.] 8 No ||||| [GO to QE13] 0
Yes 1

a. How would you compare the quality of the services you received from these private sector agencies with those you received at the center? Would you say that it is:

Don't Know ||||| [GO to c.] 8 Better than private sector agencies 3
Worse than private sector agencies [GO to c.] 1
Or, About the same ||||| [GO to QE13] .. 2

b. [IF BETTER] In what ways is it better?

||||| [GO TO QE13]

c. [IF WORSE] In what ways is it worse?

E13. Overall, thinking back over your experience with the center over the past 12 months, how would you rate the staff and services from the center? Would you say:

Excellent 5
Good 4
Fair 3
Poor 2
Or, Very Poor 1

E14. What have you liked best about your experience with the center?

D

E15. How can the services at the center be improved?

R

E16. Does your firm currently offer its employees a health plan or health insurance?

Don't Know 8 No ||||| [GO to QE17] 0
Yes 1

a. [IF YES] Do you offer health insurance to:

All of your employees 3
Most of your employees 2
Or only some of your employees.. 1

b. For your employees that you offer health insurance, do you pay:

All of the costs for your employees 3
Most of costs 2
Or only part of the cost 1

E17. Finally, I would like you to think about how well you were able to remember the staff and the services you received from the center. Would you say you remembered:

Almost everything 4
A lot 3
Some 2
Very little 1

Thank you for answering these questions.
We greatly appreciate your assistance in improving services.